



Sunflower Health Plan

KanCare Education Meeting Fall 2018

Topics:
Secure Provider Portal
Value Added Benefits for 2019
Contacting Sunflower Health Plan





Secure Provider Portal: Features and Functionality



SunflowerHealthPlan.com



sunflower
health plan™



Home Find a Doctor Login Contact

search

Contrast On Off a a a language

Select Your Plan Below

FOR MEMBERS

FOR PROVIDERS

GET INSURED

KanCare: Kansas
Medicaid Plan

Ambetter: Health
Insurance Marketplace

Allwell: Medicare
Advantage



Login

Become a Provider

Pre-Auth Check

Pharmacy

Provider Resources

QI Program

Provider News

Allwell Provider Resources

Plan.
s Covered.
Insurance programs
ded to transforming the
community one
at a time.



Find a Doctor

Finding a doctor is quick and easy. Search for Primary Care Providers, hospitals, pharmacies and more.



Get Insured

Get more information on the health coverage we provide and what you are eligible for.



Ambetter from Sunflower
Health Plan

Secure Provider Portal



FROM | Sunflower Health Plan



FROM | Sunflower Health Plan

Features

Join Our Network

CREATE ACCOUNT

The Tools You Need Now!

Our site has been designed to help you get your job done.



Check Eligibility

Find out if a member is eligible for service.



Authorize Services

See if the service you provide is reimbursable.



Manage Claims

Submit or track your claims and get paid fast.

Login

User Name (Email)

Password

Login

[Forgot Password / Unlock Account](#)

Need To Create An Account?

Registration is fast and simple, give it a try.

Create An Account

How to Register

Our registration process is quick and simple. Please click the button to learn how to register.

Provider Registration Video

Provider Registration PDF

Portal Dashboard



Eligibility Patients Authorizations Claims Messaging Help

User Name

Viewing Dashboard For : Tax ID Sunflower Health GO

Quick Eligibility Check

Member ID or Last Name Birthdate
123456789 or Smith mm/dd/yyyy Check Eligibility

Recent Claims

STATUS	RECEIVED DATE	MEMBER NAME	CLAIM NO.
✓	07/24/2018	Jane A. Doe	R123KAE45678
✓	07/24/2018	Jane A. Doe	R123KAE45678
✓	07/25/2018	John M. Doe	R123KAE45678
✓	07/25/2018	John M. Doe	R123KAE45678
🕒	07/31/2018	Jannie A. Doe	R123KAE45678

Welcome

- Add a TIN to My ACCOUNT >
- Manage Accounts >
- Spend Down >
- Reports >
- Patient Analytics >
- Provider Analytics >

Recent Activity

Date Activity

Eligibility Check



Patients



Authorizations



Claims



Messaging



Help

Viewing Eligibility For :

Tax ID



Sunflower Health



GO

Eligibility Check

Date of Service

08/03/2018

Member ID or Last Name

DOB

mm/dd/yyyy

Check Eligibility

Print

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	CARE GAPS	LOCK IN
	08/03/2018	Jannie A. Doe	08/03/2018	Immunizations not current for age Non-compliant for EPSDT well-child visits.	Emergency Room Visit? Remove

Patient List



User Name

Viewing Patients For :

Tax ID



Sunflower Health



GO



Find Patient

Patient List as of

08/03/2018



Download

Filter

This is only a list of your patients, please check eligibility to confirm the effective date and benefits for this member.

Eligible	Preferred Language †	Member Name †	Member ID †	Date of Birth †	Phone Number †	ALERTS	Lock In
		Doe, Jane A.	1000000001	01/01/1950	913-816-3164		
		Doe, John M.	1000000002	01/02/1948	913-816-3164		
		Doe, Jannie A.	1000000003	01/03/1975	913-816-3164		
		Doe, Johnny L.	1000000004	01/04/1978	913-816-3164		
		Doe, Joseph K.	1000000005	01/05/1982	913-816-3164		
		Doe, Janet D.	1000000006	01/06/1984	913-816-3164		
	SPANISH	Doe, James B.	1000000007	01/06/1984	913-816-3164		
	SPANISH	Doe, Jessica C.	1000000008	01/07/1988	913-816-3164		
		Doe, Jordan O.	1000000009	01/08/1991	913-816-3164		

276 items found, displaying 1 to 10. Page 1/28 [1](#), [2](#), [3](#), [4](#), [5](#), [6](#), [7](#), [8](#) [Next](#) [Last](#)

Claims Submissions



Saved: Claims that have been **entered and not yet submitted** will be stored in the “Saved” tab for you to review and submit when you are ready.

Submitted: Insert a date range and/or confirmation number to **view claims submissions and their status.**

Batch: The last 24 months of **batch claims submission data** is available online.

Recurring: Multiple LTC Claim Submission claim wizard feature developed to allow Sunflower Health Plan LTC providers to submit **multiple recurring claims easily**. The wizard saves time and reduces errors.

Payment History: See your transaction history – check number, check date, mailing address and payment amount – downloadable option available also!

Can void and recoup a claim on the portal

Perk of the Portal: Submit recurring claims for your members with ease and no error.

sunflower health plan. Eligibility Patients Authorizations Claims Messaging Help User Name

Viewing Claims For : Tax ID Sunflower Health GO Upload EDI Create Claim

Claims Individual Saved Submitted Batch Recurring Payment History My Downloads Claims Audit Tool Filter

CLAIM NO. ↑	CLAIM TYPE ↓	MEMBER NAME ↓	SERVICE DATE(S) ↓	BILLED/ PAID ↓	CLAIM STATUS ↓
R123KAE45678	CMS-1500	Doe, Jane A.	07/31/2018 - 07/31/2018		L
R123KAE45678	CMS-1500	Doe, John M.	07/30/2018 - 07/30/2018		L
R123KAE45678	CMS-1500	Doe, Jannie A.	07/30/2018 - 07/30/2018		L

Authorization Tools



Create Authorization: After using the “[Prior Auth Needed?](#)” tool on the www.sunflowerhealthplan.com website, request prior authorization for member procedures.

sunflower health plan

Eligibility Patients Authorizations Claims Messaging Help User Name

Viewing Authorizations For : Tax ID Sunflower Health GO

Smart Sheets Create Authorization

Authorizations Processed Errors Disclaimer

Download Filter

Please call the health plan for questions regarding voided authorization submissions. The authorization page is updated every 24 hours.

STATUS	AUTH ID	MEMBER	FROM DATE	TO DATE	DIAGNOSIS	AUTH TYPE	SERVICE
APPROVE		Jane A. Doe	09/01/2018	10/01/2018	G71.2	OUTPATIENT	Office Visit
APPROVE		Jane A. Doe	09/01/2018	10/01/2018	G71.2	OUTPATIENT	Outpatient Services
APPROVE		John M. Doe	06/15/2018	06/17/2018	N12	INPATIENT	Medical
APPROVE		John M. Doe	05/30/2017	12/31/9999	R68.89	INPATIENT	Nursing Facility Residential



*Value Added Benefits
New for 1/1/2019*



2019 Value Added Benefits

All Value Added Benefits for 2018 and 2019 are on our website:

<https://www.sunflowerhealthplan.com/members/medicaid/benefits-services/extra-services.html>

Service Name	Description of Service
<p>Employment Support & Transportation</p>	<ul style="list-style-type: none"> • Sunflower Transition to Employment Program (STEP) workforce development and employment support resource program • Help members identify and remove employment barriers • Benefits include enhanced transportation coverage, GED prep test vouchers, and assistance with career counseling services • Members are connected with a benefits specialist to learn how their income may impact their benefits, as well as to learn about the STEP Scholarship program
<p>Parent Management Training – Oregon Model (PMTO)</p>	<ul style="list-style-type: none"> • Extra support to Foster Care families and agencies through nationally recognized Parent Management Training program • Goal is to enhance stability in the home • Strengthens interventions that address conduct, social behavior and other associated symptoms

2019 Value Added Benefits



Service Name	Description of Service
Nursing Home-to-Community Transition support	Partnering with providers to provide: <ul style="list-style-type: none"> • Pre-placement transition meetings and activities • Follow-up visits to ensure member’s needs are met • 1 week of home delivered meals
Foster Care - “Care Grants”	<ul style="list-style-type: none"> • Children in foster care • Person-specific resources that are not covered by Medicaid (i.e. hypoallergenic sheets for those with asthma, art supplies, clothing, camp fees or other personal items)
Caregiving Collaborations®	<ul style="list-style-type: none"> • Caregiver support through various channels • Available to one primary, informal support caregiver per member • Benefits include the Caregiver Resource Center and a Caregiver Journal • Each member and caregiver will continue to receive coordination of respite services available through the individual care plan





Contacting Sunflower Health Plan



Medical Management Department

Utilization Management (UM)

Prior Authorization

Inpatient and Outpatient Medical Services Forms:
1-888-453-4316 (fax)

Admissions/Face Sheet/Census:
1-866-965-5433 (fax)

Concurrent Review – Clinical:
1-877-213-7732 (fax)

Behavioral Health:
1-844-824-7705 (fax)

Care Management (CM)

By Region

- 1 Region1CM@sunflowerhealthplan.com
- 2 Region2CM@sunflowerhealthplan.com
- 3 Region3CM@sunflowerhealthplan.com
- 4 Region4CM@sunflowerhealthplan.com
- 5 Region5CM@sunflowerhealthplan.com
- 6 Region6CM@sunflowerhealthplan.com

Contracting & Network Development Department

Provider Relations

Contracting

Provider Network
Specialist

General Email

General Email

- * Onsite trainings
- * Clarification of policies
- * Secure Portal Help
- * Bulletin education
- * General questions/concerns

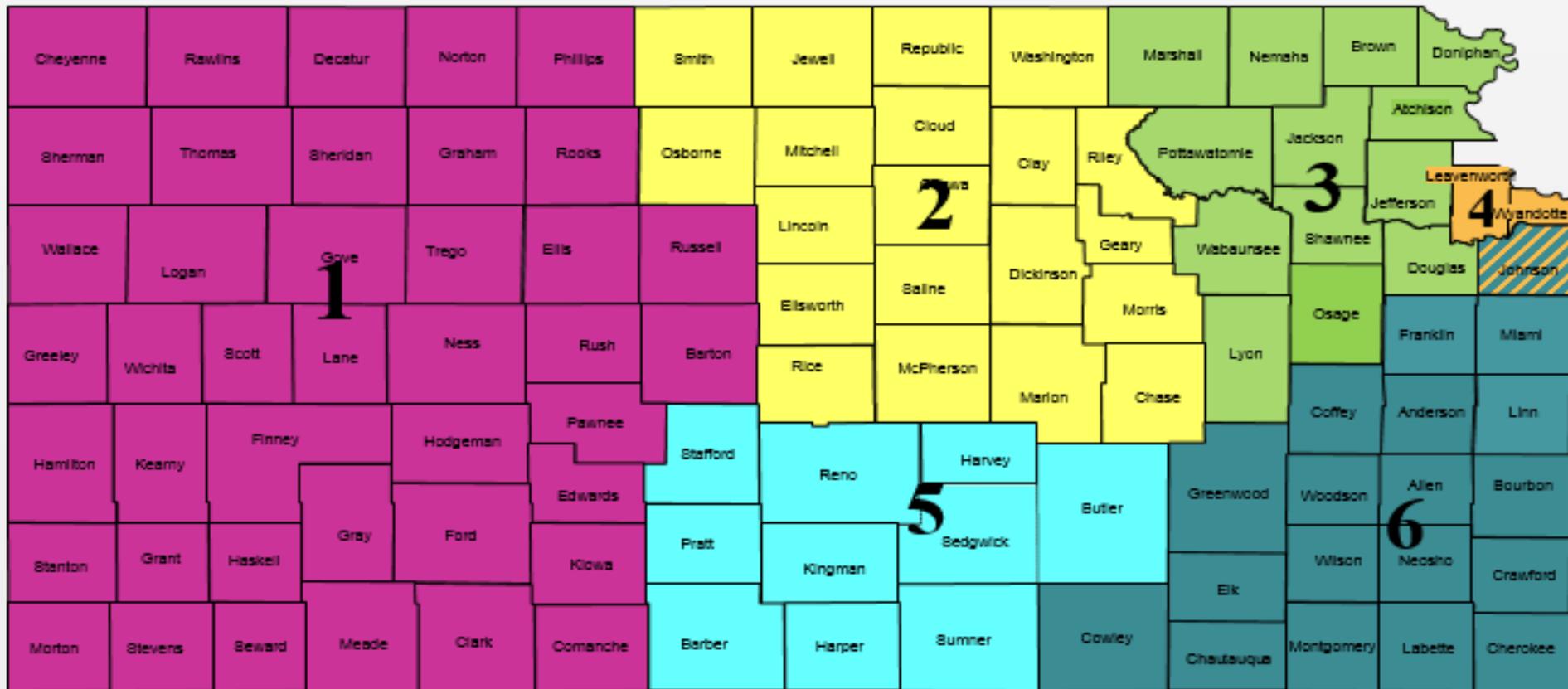
- Practitioner changes such as:
- * Roster submissions
 - * Demographic updates
 - * Panel/member assignment and general questions

- Provider changes such as:
- * Name, NPI/TIN changes
 - * Mergers or acquisitions
 - * License
 - * Suspension/terminations
 - * Lapse in insurance
 - * Additional services being added

General Emails for: **Provider Relations:** providerrelations@sunflowerhealthplan.com
Contracting: sunflowerstatehealth@centene.com



Sunflower Provider Relations Territory Map



1 DAVE VOSS 785-250-5532
davoss@sunflowerhealthplan.com

2 DERRICK RICHARDSON 913-403-6854
derichardson@sunflowerhealthplan.com

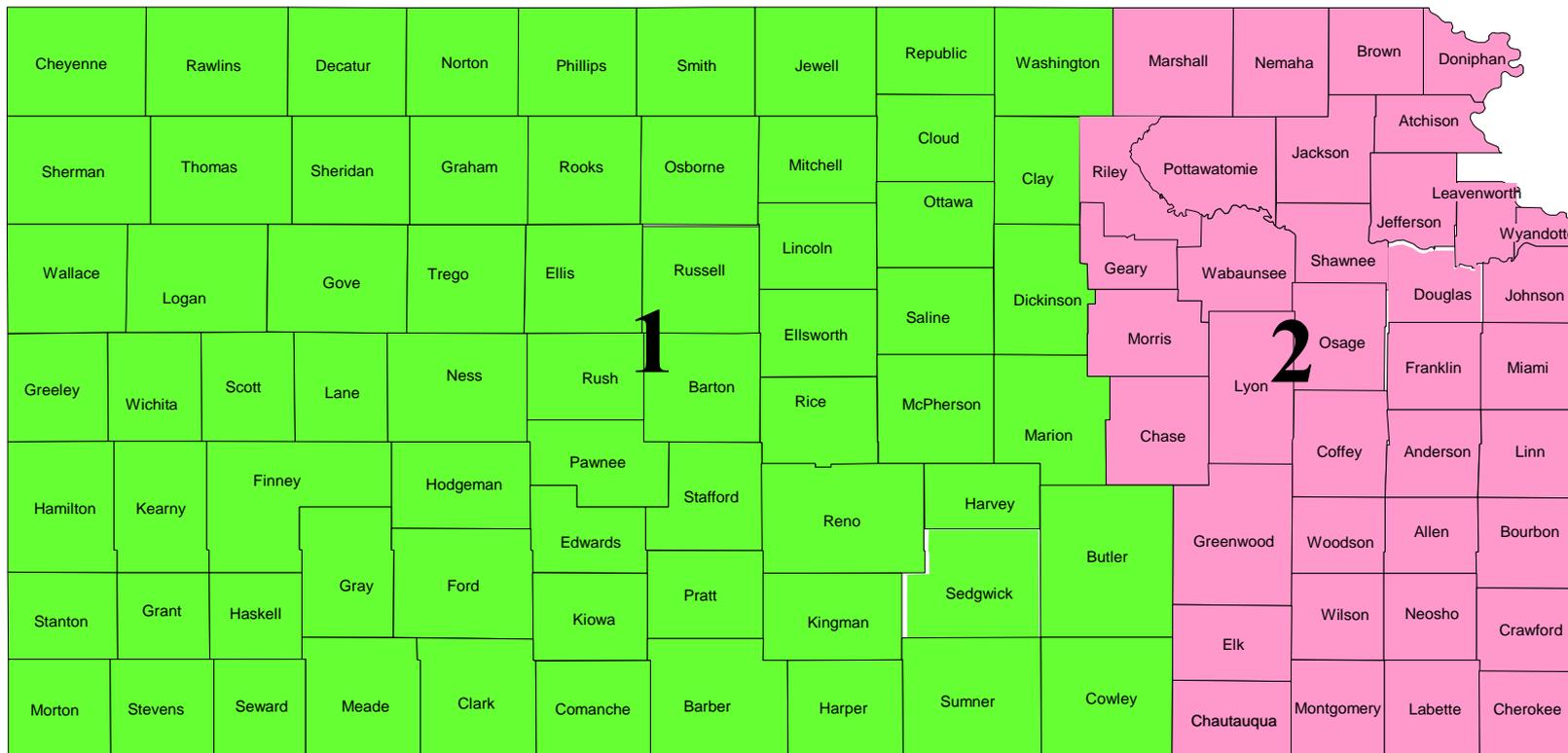
3 TAMMY ADAMS 785-207-4926
tamadams@sunflowerhealthplan.com

4 MICHELLE SWAIN 913-305-7654
mswain@sunflowerhealthplan.com

5 MARC MADDEN 316-680-8968
mmadden@sunflowerhealthplan.com

6 LAURA BLACK-JOHNSON 620-212-8802
lbjohnson@sunflowerhealthplan.com

Sunflower Provider Relations LTSS/HCBS Territory Map



1

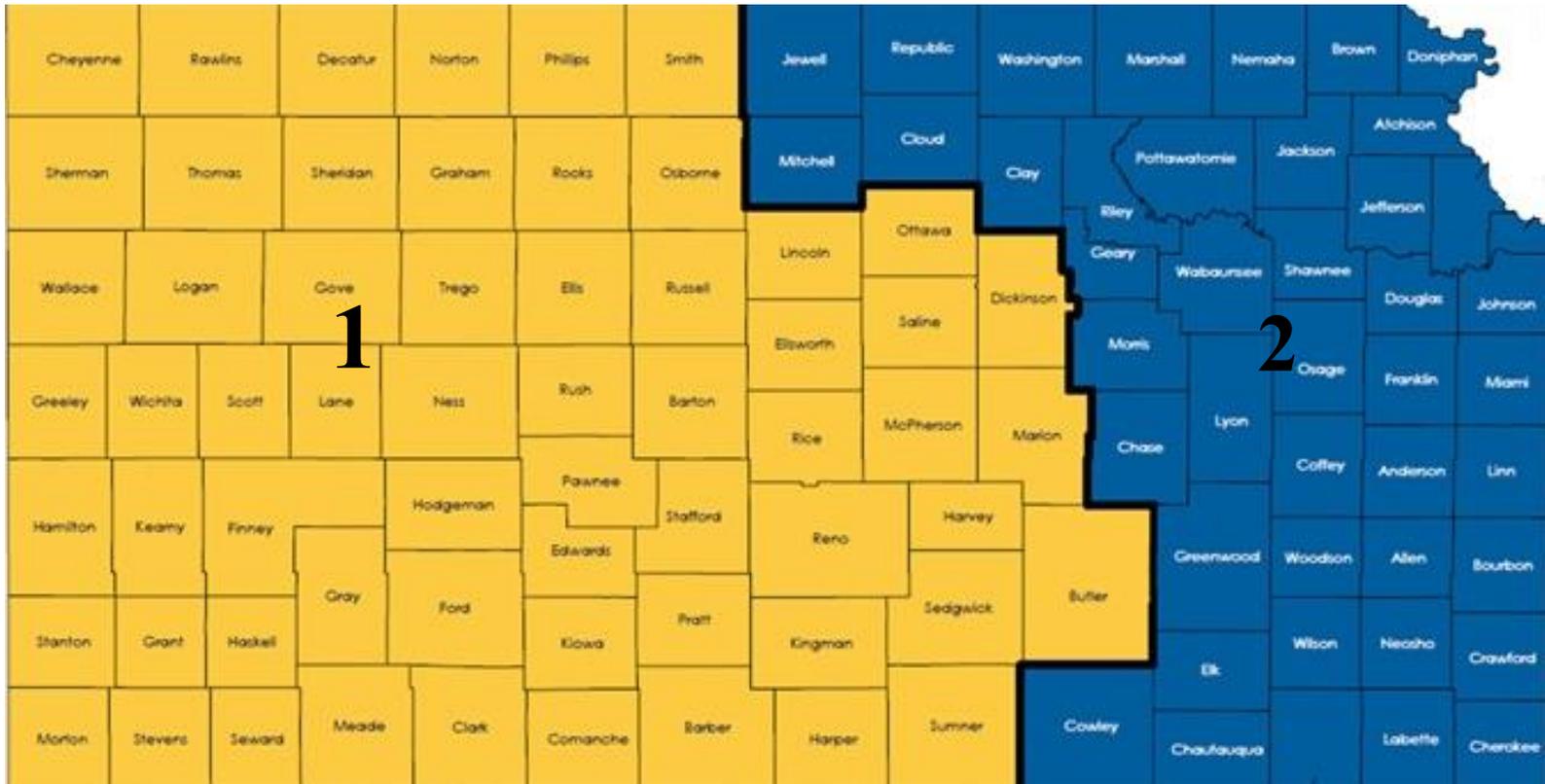
EMILY GAGNEBIN 316-218-2019
egagnebin@sunflowerhealthplan.com

2

ALANA DOTSON 316-249-2172
adotoson@sunflowerhealthplan.com



Sunflower Health Plan - Behavioral Health Provider Relations Territory Map



1

Leon Frankiewicz 913-401-4210
Leon.R.Frankiewicz@sunflowerhealthplan.com

2

Kate McLaughlin
Katherine.W.McLaughlin@sunflowerhealthplan.com

